

Program B: Civil Law

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

1. (KEY) To perform a 49-day average total receipt-to-release time for opinions and maintain a 32-day average response time for research and writing opinions.

Strategic Link: This objective is related to the program's Strategic Goal I: *Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.*

Louisiana: Vision 2020 Link: Not Applicable
 Children's Cabinet Link: Not Applicable
 Other Link(s): Not Applicable

Explanatory Note: As of 1998, the Office of the Attorney General instituted a new computer tracking program for opinions. This program was written to track the amount of time from the receipt of an opinion request until the release of an opinion by the office. Prior to the implementation of this computer tracking system, opinion processing time was calculated by hand and only the amount of time an attorney used to research and write an opinion was calculated. Under that manual tracking system, the average 30-day response time (which was calculated as the writing period) was targeted to be decreased to 27 days in the department's FY 1998-1999 operational plan and this was accomplished. However, the supervisory review of all opinions is a very important aspect of opinion writing. Since supervisory review does affect the total amount of time it takes to release an opinion, it was included in the department's outcome measure beginning with Operational Plan FY 1999-2000.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Average response time for attorney to research and write opinions (in days)	27	25	32	32	29 ¹	to be established ¹
K	Average total time from receipt to release of an opinion (in days)	42	38	49	49	45 ¹	to be established ¹

¹ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

Note: For more information on attorney general opinions, see the General Performance Information table that follows this table.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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GENERAL PERFORMANCE INFORMATION: ATTORNEY GENERAL OPINIONS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of opinions requested ¹	650	570	433	509	473
Number of opinions withdrawn	44	69	12	44	62
Number of opinions released	249	419	306	421	319
Average response time (in days) for attorney to research and write opinion ²	30	28	21	28	25
Average total time (in days) from receipt to release of an opinion ³	Not available	45	36	45	38

¹ These numbers include opinions for all Department of Justice divisions since the Civil Law Program must review all of these opinions and this review is factored into average total time from receipt to release of an opinion.

² Based on estimates.

³ As of 1998, the Office of the Attorney General instituted a new computer tracking program for opinions. This program was written to track the amount of time from the receipt of an opinion request until the release of an opinion by the office. Prior to the implementation of this computer tracking system, opinion processing time was calculated by hand and only the amount of time an attorney used to research and write an opinion was calculated.

Note: Currently, computer research of Louisiana Attorney General opinions is available through "WESTLAW" from January 1977 to present and through "LEXIS" from September 1974 to present. The Louisiana Senate also has Attorney General opinions on its computer system from 1990 to present.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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2. (KEY) Through the Civil Division, to retain in-house 98% of the litigation cases received during the fiscal year.

Strategic Link: This objective is related to the program's Strategic Goal I: *Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The attorney general is the agent for service of process for the State of Louisiana. However, this objective relates only to the cases handled by the Civil Division.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of cases handled in-house each fiscal year	98%	98.6%	95%	95%	98%	98%
K	Number of cases received	1,200 ¹	624 ¹	600	600	600 ¹	600
K	Number of cases contracted to outside firms each fiscal year	19	5 ²	30	30	24	24

¹ The department's case tracking system, which was completed in the fourth quarter of FY 1998-1999, showed an average of 150 cases per month assigned to the Civil Division. The department's first quarter of FY 1999-2000 was below average, at 50 cases per month assigned to the Civil Division. Therefore, the performance standard for FY 2000-2001 was based on an average of 100 cases per month. In the past, projections were based on the number of suits served on the attorney general (the agent for service of process for the State of Louisiana). However, the continuation level reflects only cases handled by the Civil Division.

² Those cases referred to outside counsel for FY 1996-1997 FY 1997-1998, and FY 1998-1999 included the tobacco litigation, asbestos litigation, Shell Oil litigation, McNeese State University trademark litigation, and Minimum Foundation Formula (MFP) litigation. Those cases that remained outstanding on contract for FY 1999-2000 included the asbestos litigation, Shell Oil litigation, and McNeese State University trademark case. Also, in the first quarter of FY 1999-2000, the Civil Division contracted to outside counsel in the partial birth abortion litigation and the insurance receivership litigation.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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3. (SUPPORTING) Through the Public Finance and Contracts Section of the Civil Division, to continue to process contracts within an average of 14 days; resolutions within an average of 9 days, public bond approvals within an average of 8 days; and garnishments within an average of 15 days.

Strategic Link: This objective is related to the program's Strategic Goal I: *Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.*

Louisiana: Vision 2020 Link: Not Applicable
 Children's Cabinet Link: Not Applicable
 Other Link(s): Not Applicable

Explanatory Note: Contracts include those prepared on behalf of the Department of Justice, those entered into by state agencies, boards, and commissions, and those employing special counsel by political subdivisions. Public bond approvals are known as TEFRA. TEFRA is an acronym for Tax Equity and Fiscal Responsibility Act. Garnishments include payments of funds from the state treasury that would otherwise go to state employees or third persons but are sometimes garnished by creditors of the state employees or third persons.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Average processing time for contracts (in days) ¹	12	8.55	13	13	12 ^{3,4}	to be established ⁴
S	Average processing time for resolutions (in days) ²	6	4.50	7	7	6 ^{3,4}	to be established ⁴
S	Average processing time for public bond approvals (TEFRA) (in days) ²	6	4.50	4	4	6 ^{3,4}	to be established ⁴
S	Average processing time for garnishment (in days)	15	4.50	13	13	13 ^{3,4}	to be established ⁴

¹ This indicator includes contract amendments also.

² For FY 2000-2001, processing time for resolutions and TEFRA's were combined and shared a performance standard for processing time of 6 days. In prior years, these activities were reported separately. The department is reverting to separate reporting for these activities since they are different functions that take different time periods to complete. The department seeks to clearly demonstrate the average time to complete each activity.

³ Due to the reduction in positions and funding to the Department of Justice in FY 2001-2002, the Civil Program is making an effort to improve work processes so as to return to the performance standards of FY 2000-2001.

⁴ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

GENERAL PERFORMANCE INFORMATION: PUBLIC FINANCE AND CONTRACTS SECTION					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of contracts reviewed and processed	200 ¹	206	161	202	145
Number of amendments reviewed and processed	20 ¹	80	86	58	35
Number of resolutions reviewed and processed	230 ¹	375	348	368	277
Number of public bond approvals (TEFRAs) reviewed	10 ¹	15	37	31	17
Number of garnishments processed	100 ¹	78	98	96	95

¹ Based on estimates.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

4. (KEY) Through the Collections Section of the Civil Division, to collect an average of \$2,000,000 in outstanding student loans each fiscal year.

Strategic Link: This objective is related to the program's Strategic Goal I: *Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Funds recovered by the Collections Section are directly affected by the age, number, and type of cases in the section's portfolio. In some years, the section has been able to collect more money than others, depending on whether or not the section has received many new accounts and whether the section has had great numbers of accounts that have been recalled during the course of the fiscal year. Realistically, the section will eventually deviate from its continued upward trend of recoveries because the section will not always have as many accounts coming in for collection as are going out.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of outstanding student loan cases closed	2,500	16,314 ¹	2,500	2,500	2,500 ²	to be established ²
K	Total collections from outstanding student loan cases	\$3,000,000	\$4,738,819	\$3,000,000	\$3,000,000	\$3,000,000 ²	to be established ²

¹ Increase in numbers of outstanding student loan cases closed due to the cancellation of the Office Student Financial Assistance (OSFA) new placement over 270 days without payment, and also OSFA accounts that have a 60 day gap between payments and prompt identification of non-collectible accounts.

² The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

Note: For more information on collections, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

GENERAL PERFORMANCE INFORMATION: COLLECTIONS SECTION					
	PERFORMANCE INDICATOR VALUES				
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of pending cases	16,778	16,842	13,851	12,565	15,655
Number of cases closed	3,460	4,256	4,139	6,229	16,314
Total collections	\$3,354,971	\$3,576,666	\$4,550,123	\$4,851,398	\$4,738,819

¹ Prior to FY 1995-96, collection amounts were recorded on a calendar year basis. On a calendar year basis, collections from 1991 through 1994 were: 1991- \$1,701,636; 1992 - \$1,911,967; 1993 - \$2,411,391; 1994 - \$2,852,417; and 1995 - \$3,167,967.

DEPARTMENT ID: 04B Department of Justice
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5. (SUPPORTING) Through the Civil Division and Public Protection Division, to continue to process and respond to 100% of the duty calls received during the fiscal year.

Strategic Link: This objective is related to the program's Strategic Goal I: *Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Every working day of the fiscal year an attorney from the Civil Program is on duty to receive, process, and respond to the questions--legal or nonlegal--from the general public. Tasks include telephone responses, research, mail-outs, and assistance with walk-ins. Twelve training meetings related to duty calls are held each year.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Percentage of duty calls processed and responded to each fiscal year	100%	100%	100%	100%	100%	100%

Note: For input and output indicators related to duty calls, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
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GENERAL PERFORMANCE INFORMATION: DUTY CALLS			
	PERFORMANCE INDICATOR VALUES		
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of duty calls received	7,086	4,422	6,255
Number of research and mailouts performed	621	225	590

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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6. (SUPPORTING) Through the Tobacco Enforcement Unit, to ensure compliance with Tobacco Master Settlement Agreement provisions by conducting 3 field checks on tobacco-sponsored special events and 100 random site checks on retail tobacco outlets.

Strategic Link: This objective is related to the program's Strategic Goal I: *Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 objective 3.7: *To improve the quality of life of Louisiana's children.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The compliance checks conducted by the Office of the Attorney General (OAG) are different from the compliance checks performed by the Office of Alcohol and Tobacco Control (ATC) in the Department of Revenue. The OAG checks for violations of the Master Settlement Agreement. These violations can include advertising violations in newspapers or magazines, brand name merchandising violations, brand name sponsorship violations, free sample violations, or other violations. OAG checks identify tobacco products made by tobacco manufacturers that are not part of the Master Settlement Agreement so that the OAG can ensure that those manufacturers establish escrow accounts in accordance with state law (LRS 13:5061), which expressly requires the attorney general to enforce the provisions of the law. The ATC enforces Title 26 of the Louisiana Revised Statutes, the Beer and Liquor Law, and the Youth Access to Tobacco Law by conducting random inspections at locations where alcoholic beverages and tobacco are sold.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of field checks conducted at tobacco-sponsored special events	50	68 ¹	15	15	6 ^{2,4}	to be established ⁴
S	Number of random site checks conducted at retail tobacco outlets	100	117	200	200	200 ⁴	to be established ⁴
S	Number of presentations on the Master Settlement Agreement	Not applicable ³	85 ³	Not applicable ³	20 ³	24 ⁴	to be established ⁴

¹ This figure represents only six events, but field checks were conducted for several tobacco distributors who were present at the events rather than the actual number of events.

² The projected continuation level is reduced from the FY 2000-2001 performance standard as a result of experience garnered since the Tobacco Enforcement Unit began operations in the fourth quarter of FY 1999-2000. The number of tobacco-sponsored special events in Louisiana and the number of retail tobacco outlets is lower than originally estimated. Thus, efforts will be focused on educating the public to report violations through our presentations on the Master Settlement Agreement. The actual yearend performance for FY 2000-2001 (68) represents 6 events, but field checks were conducted for several tobacco distributors who were present at the events rather than the actual number of events.

³ This is a new indicator for FY 2002-2003. It did not appear under Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or FY 2001-2002. The existing performance standard is an estimate of yearend performance not a standard. By representing information on the Master settlement Agreement to civic organizations across the state, the Tobacco Unit is able to educate the public, which in turn benefits our office in that violations may be recognized and reported to our office for enforcement. FY 2000-2001 actual represents the initial effort to offer and respond to requests for presentations since the master settlement was new. FY 2002-2003 standard represents the expected level of presentations to be performed annually.

⁴ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

7. (KEY) Through the Insurance and Securities Section of the Public Protection Division, to handle in-house 65% of the cases, claims, and proceedings involved in receivership during the fiscal year.

Strategic Link: This operational objective is related to the program's Strategic Objective V.2: *Increase in-house representation in receivership and insurance regulatory matters by June 30, 2006.* It is also related to the program's Strategic Goal V: *Provide competent and quality legal representation and counsel in insurance receivership matters and other insurance regulatory matters.*

Louisiana: Vision 2020 Link: Not Applicable
 Children's Cabinet Link: Not Applicable
 Other Link(s): Not Applicable

Explanatory Note: Staff training is an important strategy for achieving the strategic goal and strategic and operational objectives cited above.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of cases, claims, and proceedings involving receivership that are handled in-house	75%	76.96%	75%	75%	75% ¹	to be established ¹
S	Percentage of section staff receiving in-house training	100%	100%	100%	100%	100% ¹	to be established ¹
S	Number of hours of in-house training provided	5	5	5	5	5 ¹	to be established ¹
S	Percentage of section staff indicating satisfaction with in-house training provided	100%	100%	100%	100%	100% ¹	to be established ¹

¹ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

Note: For input and output indicators related to receivership cases, claims, and proceedings, see the General Performance Information .

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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GENERAL PERFORMANCE INFORMATION: RECEIVERSHIP CASES					
	PERFORMANCE INDICATOR VALUES				
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Total number of cases, claims, and proceedings involving receiverships ¹	Not available	276	244	167	165
Total number of cases, claims and proceedings involving receiverships that are handled in-house	Not available	206	193	128	127
Total number of cases, claims and proceedings that are handled by the Attorney General and contract counsel	Not available	2	5	3	2
Total number of cases, claims and proceedings involving receiverships that are handled by contract counsel	Not available	68	46	36	36
Number of billings of outside counsel for liquidations reviewed by section staff	413	240	181	127	112
Total dollar amount of contract attorney fees and expenses certified by section staff	\$1,221,337	\$930,534	\$496,805	\$497,165	\$749,166.83
Number of companies for which section provided legal service	50	39	37	24	22
Number of hours billed by section staff	4,605	4,274	3,450	3,176	3,358
Dollar amount billed by section staff	\$420,403	\$415,179	\$346,549	\$315,249	\$334,701.81
Funds collected for legal services rendered by section staff	\$397,095	\$416,217	\$209,707	\$307,213	\$323,400.39
Number of insurance estates closed and finalized by section staff	13	4	13	4	3
Number of companies placed in receivership by section attorneys	1	0	1	0	2

¹ The number of cases, claims, and proceedings involving receivership depends on the number of pending receivership estates. The goal of the receivership liquidation proceeding is to liquidate and close the estate. As receivership estates are closed, the number of pending receivership cases, claims, and proceedings decreases. If there is no need to place additional companies into receivership, the number of cases will not increase.

² Note: The Department of Justice is removing the indicator "Average turnaround time for review and certification of submitted bills." The department has changed its process so that the department sends bills to outside attorneys for further review before certifying. The time the bills are not in the possession of the Department of Justice is beyond the control of the department.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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8. (KEY) Through the Equal Opportunity Section of the Public Protection Division, to close 35% of its enforcement cases within 120 days.

Strategic Link: This operational objective is related to the program's Strategic Objective VI.1: *To maintain and/or increase the staff's closure rate of fair housing complaints by developing greater expertise by June 30, 2006.* To achieve this strategic objective, the following Strategic Strategy VI.1.1 is identified: *Provide in-house seminars and training sessions regarding fair housing laws which the staff is responsible for enforcing.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The attorney general is given sole authority to administer and enforce fair housing complaints initiated with the Office of the Attorney General (OAG) or with the U.S. Department of Housing and Urban Development (HUD). The OAG is subject to HUD review and receives HUD funding based on the number of cases closed.

Explanatory Note: To stimulate greater awareness of fair housing laws among the public and the regulated community, the OAG distributed 2,093 pieces of educational literature in FY 2000-2001.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of cases closed within 120 days	75%	40%	50%	50%	50% ¹	to be established ¹
S	Percentage of section staff receiving in-house training	100%	100%	100%	100%	100% ¹	to be established ¹
S	Number of hours of in-house training provided	6	7	6	6	6 ¹	to be established ¹

¹ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

DEPARTMENT ID: 04B Department of Justice
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GENERAL PERFORMANCE INFORMATION: EQUAL OPPORTUNITY SECTION, FAIR HOUSING COMPLAINTS/CASES					
	PERFORMANCE INDICATOR VALUES				
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of fair housing complaints received	87	69	82	61 ¹	132
Number of fair housing cases closed	76	67	69	67	104

¹ The decrease in complaints/cases received was due to a temporary freeze on incoming complaints referred by HUD due to a complete turnover of compliance officers and a reduction in OAG staff. During the first two quarters of FY 2000-2001, the OAG has received 57 complaints.

DEPARTMENT ID: 04B Department of Justice
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9. (KEY) Through the Consumer Protection Section of the Public Protection Division, to respond to consumer complaints within an average of 20 days of receipt.

Strategic Link: This operational objective is related to the program's Strategic Goal IV: *Ensure a fair and equitable environment in which consumers and business coexist*. This operational objective is also related to Strategic Objective IV.2: *Improve the resolution of consumer complaints handled through the mediation process through June 30, 2006.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Staff training is an important strategy for achieving the strategic goal and strategic and operational objectives cited above.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Average number of days to respond to consumer complaints	15	15	15	15	15 ¹	to be established ¹
S	Percentage of section staff receiving in-house training	100%	100%	100%	100%	100% ¹	to be established ¹
S	Number of hours of in-house training provided	5	3	5	5	5 ¹	to be established ¹
S	Percentage of section staff indicating satisfaction with in-house training provided	100%	100%	100%	100%	100% ¹	to be established ¹

¹ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

Note: For more information on consumer complaints and program outreach efforts, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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GENERAL PERFORMANCE INFORMATION: CONSUMER PROTECTION COMPLAINTS AND OUTREACH EFFORTS					
	PERFORMANCE INDICATOR VALUES				
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of consumer complaints logged ¹	1,700	1,700	2,103	1,355	1,519
Number of consumer outreach programs	Not available	18 ²	47 ²	68 ²	65
Number of consumer brochures distributed	Not available	4,000 ²	9,970 ²	7,936 ²	7,076
Number of enforcement actions filed	Not available	90	74	164 ³	117

¹ The auto fraud activity, which is now a separate OAG section, was part of the Consumer Protection Section during these reporting years. However, the figures shown for consumer complaints logged do not include automobile fraud complaints, which have been separated from the total number of consumer complaints logged and are reported in the General Performance Information table appearing under Objective 10.

² Figures for consumer outreach programs and brochures distributed include odometer and auto fraud educational materials because that activity was part of the Consumer Section. Future figures for consumer protection outreach efforts will not include automobile fraud numbers.

³ More unregistered Multi-level Marketing/Pyramid Schemes as well as several other fraudulent appearing investment schemes were uncovered that expected.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
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10. (KEY) Through the Auto Fraud Section of the Public Protection Division, to initiate investigation of odometer and auto complaints within an average of 7 days of receipt of complaint.

Strategic Link: This operational objective is related to the program's Strategic Goal IV: *Ensure a fair and equitable environment in which consumers and business coexist.*

Louisiana: *Vision 2020* Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Average number of days to initiate investigation	5	5	5	5	5 ¹	to be established ¹

¹ The agency provided performance information reflecting preliminary budgetary recommendations, however, the agency was unable to provide performance information related to subsequent budget adjustments prior to publication of the Executive Budget.

Note: For information on auto fraud complaints, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
AGENCY ID: 04-141 Office of the Attorney General
PROGRAM ID: Program B: Civil Law

GENERAL PERFORMANCE INFORMATION: AUTO FRAUD COMPLAINTS				
	PERFORMANCE INDICATOR VALUES			
PERFORMANCE INDICATOR NAME	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of auto fraud phone complaints	4,634	3,591	4,031	4,288
Number of auto fraud complaints filed	647	656	502	517
Dollar amount recovered for consumer	\$548,059	\$416,289	\$257,740	\$405,400